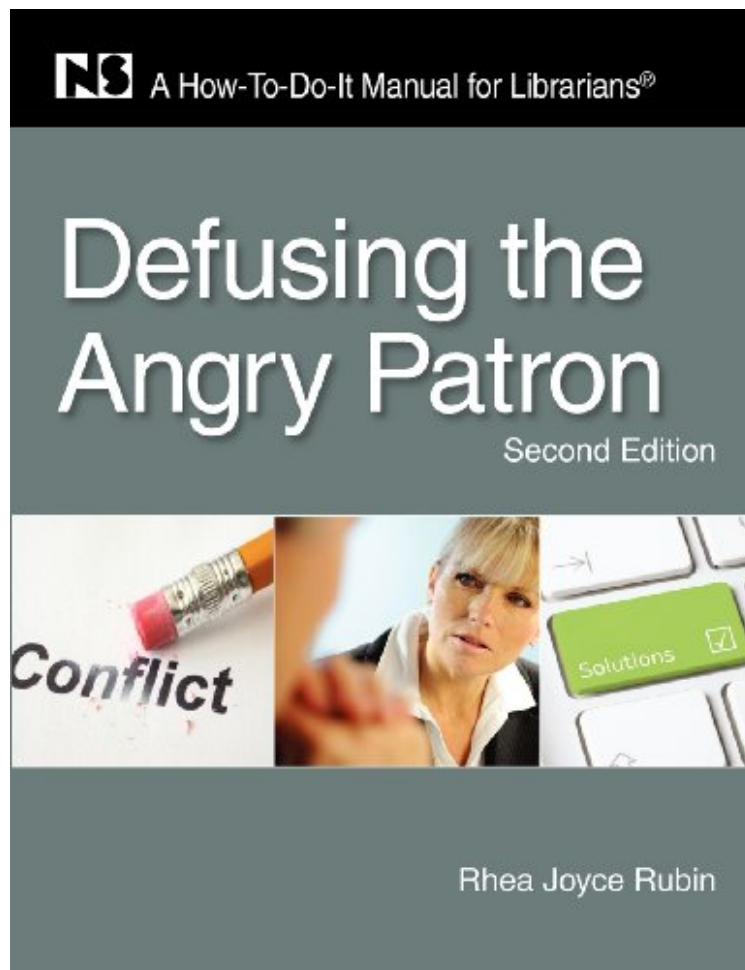


[E-BOOK] Defusing the Angry Patron: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians) (How-To-Do-It Manuals (Paperback))

Defusing the Angry Patron: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians) (How-To-Do-It Manuals (Paperback))

Rhea Joyce Rubin

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Rhea Joyce Rubin : Defusing the Angry Patron: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians) (How-To-Do-It Manuals (Paperback)) before purchasing it in order to gage whether or not it would be worth my time, and all praised Defusing the Angry Patron: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians) (How-To-Do-It Manuals (Paperback)):

How do libraries deal with angry comments on their websites, blogs, or social networks? Does having a security staff actually help defuse angry users? How can library staff members best respond to frustrated users who get angry in a chat reference setting? Here, renowned library consultant Rhea Rubin deals with these questions and more in *Defusing the Angry Patron: A How-To-Do-It Manual for Librarians*, Second Edition. New technologies for service delivery have ushered in new venues for frustration. To help librarians know how to react in the face of patron anger, Rubin adds five new coping strategies to the 20 basic ones she introduced in the first edition. All of them have been updated them in light of key changes, including virtual reference service and the Web 2.0 phenomenon. A whole new chapter addresses anger in the digital landscape. This very practical how-to shows how effective staff training and intentional behaviors can positively affect patron behavior, minimize altercations, and ease the stress of public services staff. Library staff members looking for effective ways to prevent and handle anger-driven confrontations with their patrons will find Rubin's revised text an exceptionally useful, applicable, and enlightening guide.

"Defusing the Angry Patron is a guide that should very much be considered for any library science collection that wants to improve their crisis prevention catalog." --The Midwest Book , March 2011 "Library staff who have public service duties will find this book invaluable in learning to deal with patron anger; it is highly recommended for all sizes and types of libraries." --Library Journal Starred , June 2011 "Each chapter contains examples, is clearly written and has a summary at the end. The index is thorough and the bibliography comprehensive. Defusing the Angry Patron is highly recommended for all libraries, but especially public and academic...The concepts and strategies in the book are pure gold." --The Australian Library Journal, August 2011 "Whether looking for a guide for staff development, personal enrichment, or use in a class for future librarians or others working in the library itself, this book will help everyone learn to deal with angry patrons. Those working in other public service fields will also benefit from the easy-to-understand ideas...When looking not only at what to do after the patron erupts in anger but also how to identify the possibility and how to work to avoid having patrons reach an angry point at all, this volume will help make the library a peaceful place to be--whether working, studying, or using the facility remotely or in-person." --Public Services Quarterly, 2011 "Whether looking for a guide for staff development, personal enrichment, or use in a class for future librarians or others working in the library itself, this book will help everyone learn to deal with angry patrons. Those working in other public service fields will also benefit from the easy-to-understand ideas...When looking not only at what to do after the patron erupts in anger but also how to identify the possibility and how to work to avoid having patrons reach an angry point at all, this volume will help make the library a peaceful place to be--whether working, studying, or using the facility remotely or in-person." --Public Services Quarterly, 2011 "Whether looking for a guide for staff development, personal enrichment, or use in a class for future librarians or others working in the library itself, this book will help everyone learn to deal with angry patrons. Those working in other public service fields will also benefit from the easy-to-understand ideas...When looking not only at what to do after the patron erupts in anger but also how to identify the possibility and how to work to avoid having patrons reach an angry point at all, this volume will help make the library a peaceful place to be--whether working, studying, or using the facility remotely or in-person." --Public Services Quarterly, 2011 "Through the use of the tips and techniques Rubin presents you can develop the skills and interpersonal savvy to turn an angry patron into someone who feels that they were treated in a fair and respectful manner." --Public Libraries, November/December 2011